

**DEPARTMENT OF TECHNOLOGY SERVICES  
Office of Network Services**

**SPECIAL ATR BULLETIN 2005-07**

**CALNET SERVICE IN VERIZON TERRITORY  
August 10, 2005**

Voice and data network services are provided to State agencies by SBC and MCI through the California Integrated Information Network (CALNET) Master Contract. Customers request services throughout the State from SBC. Therefore, customers located in Verizon territory request CALNET services from SBC, who in turn, places the order with Verizon.

SBC has updated the process for requesting new services or changing service in Verizon territory. The attached page shows the changes, including:

- Updated phone numbers and times to acknowledge receipt of request
- Updated contact information for inside wiring requests
- Provides Agency Telecommunications Representatives the option to e-mail or fax the Standard Form 20 Telecommunications Service Request \*
- Provision to send the Standard Form 20 by e-fax using the same 800 toll free number.

*\*NOTE: Service Order Requests (Form 20) from state government agencies will only be accepted by SBC when submitted by Agency Telecommunications Representatives approved by the Department of Technology Services Office of Network Services. For any questions regarding DTS-ONS approval, contact Joy Smith, DTS-ONS, (916) 657-6164.*

For any questions regarding this bulletin or other telecommunications issues, please call the DGS Telecommunications Division Resource Communications Center at (916) 657-9974 (CALNET 437-9974), and ask to speak to a Customer Account Manager.



SANDRA BIERER, Chief  
Office of Network Services

SB:MC:pl

Attachment: State of California Accounts



**Out Of Franchise Order Process Flow  
STATE OF CALIFORNIA ACCOUNTS**

(To request new or make changes to service in Verizon Territory)

**Order Requests for service in Verizon territory**

**Customer Responsibilities:**

**For Service Orders:**

- A. Email or Fax Form 20 with cover sheet to SBC Business office. \*
- B. Please list all of the Form 20s that have been faxed on the cover sheet.
- C. Contact Numbers for Business Office doing Verizon Orders:
  - 1) Email Address: [M16057@camail.sbc.com](mailto:M16057@camail.sbc.com)
  - 2) Fax number 800-725-0722
  - 3) To reach a Service Representative 800-884-4221
  - 4) To reach the Business Office Manager 310-783-8033

\* As paper faxes are received on the fax machine, the customer will be provided with the toll free number for future faxes.

**For Directory Orders:**

- A. Fax Directory Listing information attached to a Form 20 to SBC Business office. (Resale Verizon numbers appearing in Verizon directories are handled by SBC.)
- B. 800 numbers going into Verizon directories will need to go directly to Verizon, Tel. # 800-722-0577 and Fax # 562-429-6574.

**Out of Franchise Business Office Receiving Form 20s**

**Business Office Personnel Responsibilities**

- A. Order is assigned to Service Representative within approximately 2 hours. The Service Representative calls the customer to confirm the order. (Customer should expect a call to confirm receipt of order request at the latest within 24 hours.)
- B. Order is issued into system within approximately 48 hours (Please note: If your order request is large enough to be determined a project, the order may not be completed within 48 hours.)
- C. Service Representative contacts customer upon receipt of due date from Verizon to confirm all pertinent order information.

- D. Out Of Franchise Representative will work with Leslie Barcroft, Caption listing representative on all caption listings going into Verizon as necessary.
- E. Upon receipt of the Service Activity Report, all inside-wiring needs are forwarded to SBC System Engineers to coordinate wiring needs with the customer. Fax to SBC Datacomm at 707-435-6718.

Please note: If there are discrepancies or missing information required to process the order, a Service Representative will contact the customer before completing the order. The commitment time for processing the order will be determined once all information is received from customer.

**Contacts:**

**Out of Franchise Team for Verizon Services**

**Business Office Supervisor**

Gregory Jones 310-783-8033

**SBC Account Team Sales Support Manager**

**For Escalations**

Linda Echevarria Lopez 951-359-2234

**SBC Caption Listing Group**

Leslie Barcroft 213-975-2077

**Repair issues in Verizon Territory**

1-800-303-0103 Press 2, then 1